

Platypus Dental Group

ANNUAL IMPACT REPORT 2025–2026

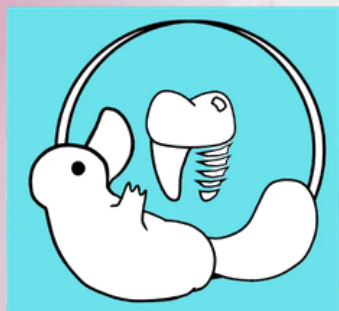
OUR JOURNEY TOWARDS SUSTAINABLE,
EQUITABLE AND IMPACT-DRIVEN DENTAL
PRACTICE

Certified B Corporation®

Australia's First B Corp™ Certified Dental Practice

Verified B Impact Score: 119.0





PLATYPUS
DENTAL



Certified



Corporation

A Message from the Founder

At Platypus Dental Group, we believe dentistry can be a force for good. Since opening in 2022, our mission has remained clear: to guide patients through a remarkable dental journey while advancing healthier smiles, environmental stewardship, and community wellbeing.

The 2025–2026 year marked a defining milestone in our journey. In June 2026, Platypus Dental became Australia's first B Corp™ Certified dental practice, validating our commitment to balancing patient care, people, community, environment, and business performance.

This report outlines the measurable impact we have created for our patients, team members, community, and environment over the past year, while highlighting our commitment to continuously raising the standard of modern dentistry in Australia.

Dr Yi (Terry) Pu

Director & Principal Dentist
B.D.Sc (Hons), G.Dip.D.Implant, MRACDS(PDS), MBA (Cand.)

119.0

B Corp™
Certified June
2026

About Platypus Dental

Vision

To revolutionise the standards of dental care in Australia.

Purpose

Guide our patients through a remarkable dental journey that advances healthier smiles, environmental stewardship, and community wellbeing.

Based in Strathpine, Queensland, Platypus Dental Group is a purpose-driven dental practice providing comprehensive dental care including preventive dentistry, family dentistry, dental implants, cosmetic dentistry, oral surgery, and full-mouth rehabilitation.

Achieving a verified B Impact™ Score of 119.0 significantly exceeds the certification threshold of 80, validating our strict adherence to high social and environmental standards.

2025–2026 Impact at a Glance

Patients & Clinical Outcomes

+36.38%

YoY Patient Growth

+44%

Recall Compliance

4.9 Stars

Over 195 Google Reviews

+38%

Comprehensive Treatment Acceptance

+42%

Preventive Hygiene Attendance

0.43%

Surgical Complication Rate

Environment & Sustainability

39.7%

Daily Water Reduction YoY

34%

Electricity Reduction QoQ

> 20kg

Oral Care Waste Diverted

Local

Australian-made Procurement

Community Support

Strategic Partnership with **Moreton Daily**

Supporter of **A Brave Life Foundation**

Patient Impact

Delivering Better Oral Health Outcomes

Our clinical philosophy centres on prevention, preservation, and evidence-based care. Rather than focusing solely on restorative treatment, we prioritise early intervention, patient education, and minimally invasive dentistry. This approach helps patients maintain healthier smiles while reducing the need for complex future treatment.



Key Outcomes Over the Past 12 Months:

- A 38% increase in treatment acceptance for comprehensive care plans
- A 42% increase in preventive hygiene attendance
- Improved continuity of care through structured recall systems
- Exceptionally low surgical complication rates of 0.43%

These outcomes reflect stronger patient engagement, improved understanding of oral health, and greater trust between patients and clinicians.

Improving Accessibility Through Equitable Dentistry

In recent years, escalating cost-of-living pressures have forced many individuals and families to make difficult trade-offs, often delaying routine healthcare. In dentistry, this delay can shift patient care from proactive prevention to reactive, costly emergency treatments. Recognising this systemic barrier, we committed to expanding our Equitable Dentistry framework, ensuring that financial strain does not dictate an individual's oral health trajectory.

A cornerstone of our framework this year was the launch of the Rapid Refresh Clean service. Designed specifically to remove the friction points of traditional preventative care, this initiative focused on three core pillars:

- **Affordability:** Streamlining the service to offer a high-quality, essential preventative clean at a significantly lower price point.
- **Time-Efficiency:** Optimizing the appointment structure to respect our patients' busy schedules, making it easier to fit routine care into their lives.
- **Early Intervention:** Lowering the barrier to entry so patients can maintain consistent contact with oral health professionals before minor issues escalate.

This initiative contributed to an estimated 31% increase in preventive appointment uptake, supporting better oral health outcomes while helping patients access care earlier. By encouraging regular attendance, we have successfully helped patients access care much earlier in their oral health journey. This not only supports superior long-term oral health outcomes but also mitigates the need for more complex, invasive, and expensive treatments down the road.

Looking ahead, the success of the Rapid Refresh Clean proves that when you design dental services around equity and accessibility, patients respond. Moving forward, we will continue to refine the Equitable Dentistry framework, scaling this model to ensure that high-quality oral healthcare remains a fundamental right, not a financial luxury.

Environmental Impact

Becoming Australia's First B Corp™ Certified Dental Practice

In June 2026, Platypus Dental achieved B Corp™ Certification after a rigorous independent verification process. Our verified B Impact Score of 119.0 reflects performance across five core areas: Governance, Workers, Community, Environment, and Customers. B Corp™ certification provides an accountability framework that ensures sustainability remains embedded in our decision-making and long-term strategy.

Responsible Procurement

We actively seek suppliers that align with our values while maintaining the highest standards of clinical quality. Importantly, sustainability never comes at the expense of clinical outcomes.

- **SDI Limited:** Australian-made restorative materials (e.g., Stela system) providing strong clinical performance while reducing transport emissions.
- **Eco-conscious Amenities & Stationery:** Aesop amenities, Who Gives A Crap paper products, Ecostore cleaning products, Left-Handesign sustainable stationery, Nespresso coffee, and Wallaby Water.
- **Partnerships:** Local Lab Technician (Clear Smile Lab & Michael Hearsch Dental) for carbon footprint reduction.

Waste Reduction & Circular Economy

Dental practices generate unavoidable clinical waste; however, we continuously seek opportunities to reduce landfill contributions.

- **TerraCycle Oral Care Recycling:** Patients can recycle toothbrushes, toothpaste tubes, floss containers, and packaging. More than 20kg of oral care products have been diverted from landfill since 2022.
- **Soft Plastic Recycling:** Working alongside TerraCycle and Wholly Shrink to expand internal soft-plastic recycling systems.
- **Digital Transformation:** Digital forms, electronic treatment planning, online communication, and paperless workflows.

Water and Energy Stewardship

Water Consumption	Energy Consumption
Average daily water consumption reduced from 121 litres to 73 litres.	Electricity usage reduced from 3,500 kWh (peak summer) to 2,300 kWh (April–June quarter).
39.7% Reduction	34% Reduction

Team Impact

We believe exceptional patient care starts with an engaged and supported team. Each clinical team member completes approximately 48 hours of continuing professional development (CPD) annually, combining internal training with external education opportunities.

Structured Development Framework

Our training covers comprehensive onboarding, clinical calibration sessions, digital workflow training, communication skills development, sustainability literacy, and B Corp™ education. We have also developed an internal 4–6 week Dental Receptionist Training Program designed to strengthen communication, patient engagement, and service excellence.

We actively foster psychological safety, professional growth, shared accountability, continuous improvement, and ethical leadership.

Community & Digital Impact

Throughout the year, Platypus Dental contributed to local community wellbeing through oral health education, sponsorships, event participation, and wildlife conservation support.

- **Multilingual Education:** Providing oral health education in English, Japanese, and Chinese to improve accessibility and break down literacy barriers.
- **Moreton Daily Partnership:** Sharing stories about sustainability, community health, and preventive dentistry.
- **A Brave Life Foundation:** Supporting vulnerable young mothers through education, community support,

Digital Impact (2025–2026)

157,100

Digital Impressions (+564.8% YoY)

2,200

Engagements Recorded (+197.8%)

18,500

Website Clicks Generated



Looking Ahead

The achievement of B Corp™ Certification is not an endpoint. Over the coming years, Platypus Dental will continue to expand measurable sustainability initiatives, strengthen circular economy partnerships, improve accessibility to preventive dental care, and increase support for local communities.

"Our ambition remains unchanged: To revolutionise the standards of dental care in Australia by demonstrating that clinical excellence, environmental responsibility, community wellbeing, and business success can coexist."

Contact Platypus Dental Group

Suite5, 32 Dixon Street, Strathpine QLD4500

Phone: (07) 3881 2887 | Website: platypusdental.com.au

Keep Smiling.

Platypus Dental Group





PLATYPUS
DENTAL

zip
zip NOW, PAY LATER